The sub-menu options will further define the trouble condition and then lead you through the appropriate TAFI flow to process (resolve or refer to the appropriate entity for resolution) the report. We'll begin by reviewing each of these trouble categories and discuss what TAFI is looking for in each of the sub-menu items.

⇒ **Note:** LMOS requires a specific "Trouble Description Code" (TDC) be entered for each report. These TDC's are automatically entered on the report by TAFI based upon the sub-menu option selected to process the report.

6.1.1 DIAL TONE

The central office equipment supplies the dial tone to a customer's line. Usually, you hear it the instant you pick up the phone. When this doesn't happen, the customer has a problem. Trouble reports of this nature are sent to LMOS with "NDT" as the trouble description code. There are several trouble conditions associated with Dial Tone problems. They are:

6.1.1.1 NO DIAL TONE - NDT

This trouble happens when there is a problem with the Central Office dial tone reaching the customer. The customer picks up the phone and hears either nothing or some other sound, but the dial tone does not come on, no matter how long the person waits. The problem could be with the CO, the network delivering the dial tone or the customer's wiring and/or equipment. TAFI will isolate where the problem is and recommend a course of action to 'fix' it.

NDT is the trouble abbreviation for "no dial tone".

Examples of NDT trouble reports are:

"When I pick up the phone to place a call, I don't get the dialing tone."

"My phone is dead."

6.1.1.2 AT TIMES NO DIAL TONE - ATNDT

This is a trouble abbreviation for a dial tone problem. Sometimes the customer will pick up his phone and get dial tone. Other times there will be no dial tone. Usually this trouble is related to a central office overload condition but it can also be caused by trouble on the customer's line. NDTAT is the abbreviation for this trouble description. The customer might report to you:

"Every night around 7 o'clock, our phone goes dead for about 15 minutes."

6.1.1.3 SLOW DIAL TONE - SDT

Usually, you hear dial tone as soon as you pick up the telephone to call out. But with Slow Dial Tone trouble, the dial tone isn't there for a few seconds (sometimes even minutes). Meanwhile, the customer can't dial a number. This is a temporary problem, but a very irritating one. It might be reported like this:

"I have to wait several seconds before I get a dial tone."

6.1.1.4 CAN'T BREAK DIAL TONE - CBDT

After the first digit of a number is dialed, the dial tone normally disappears. When this happens, it is referred to as "breaking" the dial tone. A CBDT trouble means that the customer dialing can't get rid of the dial tone after dialing the first digit in the number. In fact, the dial tone stays, no matter how many digits are dialed. This means trouble because if the dial tone doesn't clear, customers can't get through to their number.

Your customer might say:

"The dial tone on my phone won't go away."

6.1.1.5 DIAL TONE AFTER DIALING - DTAD

In this case, the customer can start dialing the number as usual, and the dial tone disappears after dialing the first digit. The dial tone returns after dialing the second or third digit. Sometimes, the dial tone returns after you've dialed the seventh digit. You customer may report this trouble like this:

"My dial tone goes away, but it comes back and my call doesn't go through."

⇒ **Note:** It is very important that you recognize the difference between CBDT and DTAD. In Can't Break Dial Tone (CBDT) you can hear the dial tone after each digit you dial. In Dial Tone After Dialing (DTAD), the dial tone clears for one or more digits, but returns toward the end of the dialing or after you've finished dialing.

6.1.1.6 BUSY/REORDER/RECORDING ON PICKUP - BSY/ROL

This trouble description is used when the calling customer reports a busy signal, a fast busy (reorder), or a recording on the line after the customer dials several numbers. The trouble report might sound like this.

"I've been trying to call several 555 numbers all day and I get a busy signal every time."

6.1.2 OUTGOING CALL

When customers experience trouble with outgoing calls, the trouble is referred to as a CAN'T CALL - OTHER type trouble. The trouble description code "CCO" is entered in LMOS to describe Can't Call - Other troubles. These types of troubles are usually central office dialing problems. There are several type troubles that fall under this trouble description.

One example of a CCO trouble report is:

"I can't dial out on my telephone. I get a busy every time I call someone."

6.1.2.1 BUSY/REORDER AFTER DIALING - BSY

This description is used when the calling customer reports a busy signal after dialing a number. The trouble report might sound like this.

"I've been trying to call 555-1234 all *day and all I get is a busy signal.*

When the customers get impatient with the busy signal, they might call and ask you:

"Will you check to see if the parties are really talking?"

"Will you check the line to see if there is trouble?"

"I've been trying to reach this number for over an hour. Will you check it?"

⇒ **Note:** If the customer asks you to only check the line to find out if there is a conversation, tell the customer:

"I'm sorry, I am unable to verify the line for you. However, I can check for trouble on the line if you wish."

If the customer feels that the busy signal is abnormal and feels there is trouble on the line, process the trouble report. This is a Calling/Called report (i.e., the party initiating the report (*the calling party)* is reporting a problem on the number he *called* and he is *not the owner* of the line in trouble). If the customer does not want to place a report, cancel the transaction in TAFI.

6.1.2.2 ROL AFTER DIALING - ROL

The calling customer gets a recording instead of the person that's being called. When the phone is "answered" (actually routed to a recording by the CO) there is a recorded message. For example:

"I'm sorry, the number you have reached is not in service at this time."

Or, maybe like this:

"I'm sorry, your call did not go through. Will you please check the number and try your call again?"

A call like this is called an "intercept," because the recording cuts in instead of the call being completed to the dialed number. Select the appropriate sub-menu option to process these reports.

6.1.2.3 DIAL TONE AFTER DIALING - DTAD

The description of this trouble condition is the same as the one under the Dial Tone trouble category. The difference here is that the customer experiences this trouble *only when dialing certain numbers.*

6.1.2.4 GETS WRONG NUMBER - GWN

This trouble is just what it says. The customer gets a number that is not the one he dialed. When the calling customer gets the same wrong number time after time, you can be pretty sure there's something wrong.

6.1.2.5 NO RING, NO ANSWER - NRNA

The calling customer dials a number, hears the clicks or tones indicating the call went through, but does not hear a ring. After the number is dialed, nothing happens.

6.1.2.6 GETS CUTS OFF - GCO

This type of trouble can happen to either the calling or called customer. During conversation or even when on hold, the customer is "cut off' from the connection. The trouble can occur at times during the conversation, cutting off a few words at a time, or can be a complete cut off with dial tone returning to the line.

6.1.3 INCOMING CALL

Now you will learn about problems customers have with receiving calls. These are referred to as CAN'T BE CALLED troubles and the "CBC" trouble description code is sent to LMOS. You will use these trouble descriptions when the person reporting trouble has a problem receiving calls at all, or perhaps only a few people can't call the customer. There are also several different troubles associated with this category.

6.1.3.1 BELLS DON'T RING - BDR

A CBC situation where the customer's phone does not ring when people call. This happens on all calls. Take this example:

"Mr. Brown tells me that the phone rings when he calls, but I don't answer. Now I've been home, and the phone certainly hasn't rung.

6.1.3.2 BUSY WHEN DIALED - BSY

This busy occurs when the called person is reporting trouble. The report would be something like this:

"People have been complaining that every time they call me they get a busy signal. "

6.1.3.3 BELL RINGS AFTER ANSWERING - BRAA

This is another incoming call problem. The phone rings and the customer picks up the receiver but the phone continues to ring. The ringing will usually stop in a few minutes, but there are times when the bell continues to ring for some time.

⇒ **Note:** The customer would hear a loud ringing noise in the handset each time the CO sent an additional ringing signal. Depending upon the type of telephone sets the customers has will determine if the set actually rings or not. If the customer has a contemporary set with a "tone ringer", it may make a noise. If the set is equipped with a "bell", it may not actually ring.

6.1.3.4 BELLS RING CAN'T ANSWER – RINGS & TRIPS

In this situation, the customer answers the ringing telephone but he does not get connected to the calling party - nothing happens. Sometimes the phone just stops ringing in the middle of a ring.

⇒ Note: This situation is a little different from the CO shown below. In this case, nothing happens when the customer answers the phone. In the CO option, the customer answers the call OK and then gets cut off shortly after.

6.1.3.5 GETS CALLS FOR WRONG NUMBER - CFWN

Customer constantly receives calls for wrong numbers.

⇒ **Note:** If the customer reports that they received a call for a wrong number and it only happened one time (or very infrequently) then the caller may have just misdialed and there is no real trouble. On the other hand, if the caller tells the customer that they dialed a specific number and got them every time in error, then we do have a problem.

6.1.3.6 CUT OFF - CO

You just learned that this trouble can occur on outgoing calls. It can also happen on incoming calls. The customer answers a call but loses connection during the conversation. Therefore, the Gets Cut Off trouble category is selected either under the Outgoing or Incoming Main Menu selection, depending upon when it happened for the customer.

6.1.3.7 GETS ROL / INTERCEPT WHEN CALLED - ROL

Customers may report that when people try to reach them, they get a recording instead of being connected.

6.1.3.8 GETS NO ROL

In this situation, people tell the customer that when they tried to dial their number, nothing happened (no ringing, no recording - nothing).

6.1.3.9 GETS WRONG ROL

Again, when people try to dial this customer's telephone number they get a recording that's not appropriate. For example, if the caller is in the same area (city, etc.) as the customer and they get a recording saying "... you must dial a 1 or 0 before dialing this number."

6.1.3.10 RING / NO ANSWER - RNA

The calling customer dials the number of someone he is sure is there, but instead of getting an answer, the customer keeps hearing the sound of the phone ringing. It may be reported like this:

> *"I've been trying to reach John Doe for two days. I hear the phone ring, but no one answers."*

Therefore, this trouble report would be entered as an 'Incoming' problem on John Doe's telephone number. This case would also be considered a Calling/Called situation.

6.1.3.11 CALLING/CALLED

We have talked about 'calling/called' troubles earlier. Remember this is the situation where the person reporting a problem (the 'calling party') is reporting a problem on the number that they are trying to reach (the 'called party').

For example:

"I have been trying to reach my mother for over an hour and I keep getting a busy signal and I know that she never stays on the phone for more than 5 minutes."

When you recognize that your customer is reporting a calling/called situation, you *always* take the trouble report information on the called party's telephone number. Also, you always answer the 'Is the line currently in use?" question as "NO" so TAFI can initiate a MLT test.

⇒ **Note:** If you take the report on the calling customer's number and answer all of TAFI's questions correctly, TAFI will tell you to cancel the report and issue a new report on the called party's number. By recognizing the calling/called situation, you will save a lot of time and appear 'professional' to your customer.

⇒ **Note:** If the called number belongs to another vendor, TAFI will not allow you to enter the report and you must follow your company's procedure for handling these reports. (i.e., Either refer the caller to BellSouth or take the information and report the trouble to BellSouth.)

At critical thing to remember about a calling/called report is that the customer reporting the trouble IS NOT the customer who owns the line. Therefore, they can not make decisions for the customer who owns the service.

If the test results are not conclusive (i.e., TOK, ROH, etc.) we inform the caller that **"Our test indicates there is activity on the line and you should try your call again later"**. TAFI will walk you through handling this kind of report.

⇒ **Note: You NEVER, NEVER tell a 'calling/called' caller what the test results indicate. Remember that the MLT results are a good indication of the problem but they are not always 100% correct - or they may be misinterpreted.**

6.1.4 TRANSMISSION

The trouble description code "TRAN" is used to describe transmission / noise trouble reports to LMOS. This trouble occurs when customers experience transmission problems (i.e., poor sound quality or some kind of interference) while making or receiving calls. The customer can make and receive calls but the service is affected by some type of interference.

TRAN troubles can be described in several different ways.

An example of a TRAN trouble report is:

"Every time I make a call, there is a lot of static on the line."

6.1.4.1 ROARING/BUZZING/STATIC/HUMMING

Any of these sounds can interfere with the customer's service. *Have the customer describe the kind of noise that they are experiencing* and select the appropriate selection in the Transmission sub-menu.

⇒ **Note:** Different trouble conditions can cause the customer to hear different kind of noises. For example: a defective power supply in a cordless telephone set will generate a 'humming' noise while a loose connection in a jack (or an intermittent break in a wire) can cause the customer to hear a 'static/scratchy' noise.

6.1.4.2 CROSSED/HEARS OTHER CONVERSATIONS ON LINE

This trouble occurs when the customer reports hearing others on the line (HOOL). In some cases the customer is unable to talk with the other party on his line, they just hears parts of their conversation (HOOL). Other times the two parties can actually talk to each other (crossed).

6.1.4.3 HEARS RADIO (MUSIC) ON LINE

Customers also sometimes experience noise in this way -- a radio playing in the background of their phone conversations.

6.1.4.4 HEARS CB / HAM RADIO ON LINE

You might have experienced this one at some point. When a CB user or HAM (Amateur Radio Operator) is using their equipment, it sometimes cuts in on phone conversations.

6.1.4.5 CAN'T HEAR - CH

A Can't Hear trouble is exactly that. The customer reports that he cannot hear his party very well - the volume is much, much lower than normal.

6.1.4.6 CAN'T BE HEARD - CBH

A Can't Be Heard trouble is just the opposite. This time the customer reports he cannot be heard very well by the called number.

6.1.5 MEMORY SERVICE

Selecting this trouble category from the main menu will display a sub-menu with the following services:

TouchStar
Call Forwarding
Flexible Call Forwarding
Call Waiting
Call Waiting Deluxe
Internet Call Waiting
Caller ID
Visual Director
Ringmaster
Three-Way Calling
Speed Calling
Anonymous Call Rejection
Call Park
Call Retrieve
Call Pickup
Call Hold
Automatic Callback
Distinctive Ring
Privacy Director

From the sub-menu, you would select the service with which your customer is reporting trouble. TAFI will then display another sub-menu just for that service. For example, when Caller ID is selected, the following sub-menu appears:

Caller ID Regular
Caller ID Deluxe

Based on what your customer has told you, you will choose the correct service or feature and TAFI will direct you through a trouble call flow for that feature.

If you need help with the description of a feature, or you need to know how to use the feature, each feature can be found in the TAFI Master HELP Menu (F1) under the Feature Aids option.

6.1.6 MEMORYCALL

Selecting the MemoryCall option will produce a sub-menu of three options:

Wireline
Wireless
Wireline and Wireless

The last two options require that the caller have an integrated wireline/wireless mailbox (i.e., both the cell phone calls and the land line calls go to the same mailbox). The CLEC user will most likely be reporting problems on the Wireline (traditional) service.

Selecting this trouble category from the main menu will display a sub-menu with the trouble situations:

Call Will Not Go MemoryCall
No Stutter Dial Tone
Stutter With No Messages
Too Few/Too Many Rings
Password Won't Work
Forgot Password
Gets Generic Message
Cannot Retrieve Messages
Cannot Delete Messages
Surrogate MemoryCall Doesn't Work
Won't Work With RingMaster
MemoryCall Plus Pager Doesn't Work
MemoryCall Plus Doesn't Transfer On 'O'
Message Delivery Service
Business Delivery Service
Business Community Messaging Service

Selecting one of these trouble situations will prompt TAFI to direct you through the trouble flow for this situation.

6.1.7 CALLING PLANS/BILLING (ANI)

Select the Main Menu option for Calling Plans/Billing (ANI).
The sub-menu should display the following options:

- Area Calling Plan
- Incorrect Billing (ANI)
- Measured Service
- PIC verification

6.1.7.1 AREA CALLING PLAN

Some customers subscribe to different calling plans offered by the local company (the old South Central or Southern Bell - remember we are BellSouth now). These plans are offered to customers as alternatives to basic local service. The plans offer ways to reduce and/or control the cost of monthly local service. Area Calling Plans and Measured Service are usually subscribed to by customers who want to reduce their basic monthly rate and/or the cost of intra-LATA long distance calls. The monthly rates for these plans vary according to the type plan subscribed to. These plans offer lower monthly telephone bills because customers pay for the amount of the monthly usage, some even are charged on a per call basis.

When customers call with a problem for this service, TAFI will check the CRIS CSR and PREDICTOR to verify customer is paying for the plan and guide you through the proper flow of the contact.

6.1.7.2 INCORRECT BILLING (ANI)

Remember that we are not resolving "billing problems", rather determining if there is a trouble in the customer's translations that would cause unexpected billing. For resolving any billing discrepancies, transfer the customer to your Business office after resolving any trouble situation. TAFI will guide you through a trouble flow for each of these situations.

6.1.7.3 MEASURED SERVICE

Again, TAFI compares what the customer is paying for (as shown in the CRIS CSR) against what is programmed in the central office for this customer.

6.1.7.4 PIC VERIFICATION

At times the customer may request verification as to which Long Distance carrier is assigned in our records. TAFI compares the entry on the CRIS CSR to what is programmed in the switch (CO).

6.1.8 LONG DISTANCE

Select the Long distance option on the Main Menu and press Enter. TAFI will respond with the following options:

- Outgoing
- Incoming

From time to time, customers call regarding their ability to place or receive long distance calls. With the introduction of Local Number Portability (LNP) the ability to receive calls (either LD or local) could be impacted by the customer's migration to another switch. TAFI's flows now check LNP status (and associated translations) for incoming trouble reports.

Once the user has determined that the customer's trouble is limited to long distance calls (i.e., the customer can make and receive local calls OK) the user will refer the customer to his long distance provider to resolve the problem.

Selecting either menu option above will provide a sub-menu of applicable choices to complete taking the LD trouble report.

6.1.9 PHYSICAL TROUBLES

The next trouble category is Physical. When this category is selected, the sub-menu for these trouble reports is displayed:

- Inside wire or jack trouble
- Defective CPE
- Outside plant
- Shock
- Wire tap
- Yard trouble
- Property Damage
- (BRC) Locate and Tag line
- (BRC) Vendor Meet

Physical troubles, as the name implies, relate to things that are physically broken/damaged according to the customer.

6.1.9.1 INSIDE WIRE OR JACK TROUBLE

Jack trouble:

The jack is a small box usually found mounted on the wall, for the purpose of connecting the telephone to the line. The customer might report:

"My jack is broken. I can't call out."

Inside Wire Troubles:

The inside wire is the connection between the jack and the protector. The customer might report:

"The wire along the baseboard was cut. My line is dead."

If a customer inquires about charges for the repair of Inside Wire/Jack troubles (because they do not have a maintenance contract), follow your company's procedure on this issue.

6.1.9.2 DEFECTIVE CPE

Flows for this option are under development.

6.1.9.3 OUTSIDE PLANT

These reports include trouble with the service wire, terminal, cable, pole or guy wires (wires that brace poles placed on corners). Here are some typical reports.

- *"That box on the pole is open. I see all kinds of wires in there."*
- *"The wire that goes from my house to the pole is hanging very low."*
- *"My company was digging a hole for a pool and we accidentally cut the cable."*

After the user has selected the appropriate option from the Outside plant sub-menu, determine if the reported trouble condition is hazardous.

What is considered hazardous?

- Poles down, especially blocking traffic.
- Any wire that is hanging low.
- Any trouble condition that can cause harm to the public is considered dangerous.

If no telephone number is available, the information must be entered using the Message Report (MR) screen.

⇒ **Note: CLECs will always be reporting troubles on telephone numbers and therefore they will not be entering Message Reports. Should your customer call with this type of information either refer them to BellSouth or call BellSouth to report these conditions.**

6.1.9.4 SHOCK

ACOUSTICAL AND ELECTRICAL SHOCK REPORTS

Let's talk about acoustical and electrical shock reports. What are they and what are the appropriate contact handling procedures for them?

An acoustical shock report is an expression of discomfort from the customer. An example is terrible noise on the line/phone. The customer might say:

"It hurt my ear."

"Made me dizzy."

or

"The top of my head almost came off."

HOW TO HANDLE ALLEGED ACOUSTICAL/ELECTRICAL SHOCK REPORTS

- **Do not discuss the possible cause or responsibility**
- **Do not express regret**. This implies responsibility for the cause of possible shock.
- **Do not arrange for a call back.**
- **Do not make a commitment**.
- Tell the customer, ***"I will have an investigation made at once."***
- **Enter the trouble report and then *call the appropriate BellSouth center and notify a Management person*.**

When a customer indicates a possible shock situation **you MUST immediately recognize what the customer is telling you and strictly adhere to the guidelines listed above**. It is critical that you follow these guidelines because not following them could lead to serious (and potentially legal) consequences.

When the customer reports a shock trouble, you MUST never discuss the possible cause of the situation - you would be guessing and may guess wrong. A team of experts in the Network organization investigate these reports and take appropriate actions. Enter *"possible acoustical shock"* in the narrative.

Although you typically express regret and apologize for the customer's inconvenience when they report 'normal' trouble conditions, you MUST NEVER say *" I'm sorry ..."* when handling a shock report. Since you don't know what really happened, FOLLOW THE GUIDELINES and let the 'experts' handle the situation.

The good news is that you will not get many 'shock' reports - but you MUST be prepared if you should happen to get one.

6.1.9.5 WIRE TAP

Another kind of unusual report you may get is from a customer who thinks his line is tapped. There are two ways the customer may give this report to you.

- The customer might tell you his line is being tapped because the line is "noisy," "clicking," "making funny noises," etc. Since this customer is reporting noise on the line, we take a "Transmission" report and offer the customer the commitment shown in the AS Field.

  In the Narrative field enter *"customer thinks line is tapped"* and make sure to provide your reach number.

- The customer does not describe any trouble on the line but tells you of a suspicion that the line is tapped, make the following entries: (Check with your Assistant Manager and follow local procedures.)

  Select the Main Menu option of Physical - Wire tap
  In the narrative field be sure to report any details provided by the customer.
  Be sure to provide your Reach number.

6.1.10 DATA PROBLEMS

This sub-menu for data problems should display the following:

- Can't Send
- Can't Receive
- Garbled

6.1.10.1 DATA TROUBLE REPORTS

As technology expands, more and more residential customers are using their telephone lines to send and receive data either with modems and/or FAX machines. Not too many years ago, the telephone company offered "special data lines" (at a premium cost) for data transmission. And these were required for transmission speeds over 2400 baud. However, with today's improved error correction modems (a very common item), transmission speeds of 28,800 baud is typical.

BellSouth has committed to ensure data transmission at 9600 baud over all 1FR circuits.

There may be times when you will have to handle trouble reports involving data service when the customer says that they:

- Can't send data.
- Can't receive data.
- Sends garbled data.
- Receives garbled data.

6.1.10.2 DATA TROUBLE DESCRIPTION

When customers have trouble transmitting data, for example, they can't send or receive data, or the data is garbled (i.e., they receive random characters instead of anticipated data), this is called data failure.

For sophisticated data users, we have a special group within the Business Repair Center (BRC) that handles these kind of reports. However, with so many homes having fax machines and PC's talking to information providers, customers may call you and you must be able to handle the report.

6.1.10.3 DATA FAILURE TROUBLES

To handle data reports, you must find out if the data is not being sent at all, or whether it is being sent incorrectly (garbled data). When data is not sent at all, there are three ways to describe the trouble, depending on who is reporting the trouble.

CAN'T RECEIVE DATA

- The customer can't receive data from a sender.

CAN'T SEND DATA

- The customer reports that data is not received at the other (receiving) end.

SENDS/RECEIVES GARBLED DATA

- The customer reports data is showing up at the other (receiving) end, but with words missing, mixed-up numbers, or other errors.

TAFI will guide you through the Data trouble flow. In most cases, if the customer can use the line for voice calls without any problem (no noise / interference) the problem is usually with the customer's equipment or misuse of the equipment.

There is only one basic question to ask the customer:

"Have you had your data equipment checked?"

Remember, terminal equipment problems must be handled by the customer.

6.1.11 ENHANCED SERVICES

As we discussed at the beginning of this course, BellSouth is constantly expanding its products and services to become the Consumer's best choice for telecommunications, information and entertainment. As of this writing, BellSouth is working to introduce three new products.

- Video
- Internet
- Wireless

BellSouth has trials in selected areas for home video service and internet access (provided by BellSouth (dot) Net) is available in a number of major cities. PCS service is just around the corner. Once these products get out of the "trial" mode, customer with these new services may be calling you to report their troubles (if these offerings are 'resold').

With this in mind, TAFI flows are currently under development to assist you in handling these customer calls. As they become available, your SME will provide you with specific instructions.

6.2 ACCESS AND COMMITMENT WINDOW

Once the user has selected the correct trouble category from the Main Menu and correct option on the subsequent sub-menu(s), TAFI begins the actual 'flow' (internally programmed logic to resolve the described problem). Depending upon the answers to the questions that TAFI asks (using the Query Window - remember?), TAFI will run test, check translations, etc. etc.

To complete the trouble report, a number of additional pieces of information must be secured and entered into the system. The user may have obtained some of this information already from the customer or the customer volunteered it.

TAFI provides a pop-up window to capture this data. During the process of entering the report, the Access and Commitment window will appear when TAFI is ready for the information. The user can cause this Access and Commitment window to appear by depressing F9. Let's take a look at a completed Access and Commitment window:

```
   REACH# 8005551234
  REMARKS CLEC#1234567890
  ACCESS# =_________
   REP BY Gene_________
 NEW COMM AS_________
  ACCESS: A _____   B _____
      OS 07-29-94 0600P
      AS 07-29-94 0600P
      BC _____
   CUS DT _____
    NOTE _____
     CAT CD   IRATE N   CC N
TRBL DESC NDT  **** ____ ____
ADTNL NAR %SKIONE /DOG IN YD
 DT RECVD _____
     MTR: _
EMAIL: _____
```

Figure 33 – Access & Commitment Window

In this particular trouble, the CLEC's customer reported a problem with No Dial Tone. Let's look at each field and explain what's expected (and what's required):

6.2.1 REACH *(Telephone Number) (REQUIRED)*

This field is used to enter the area code and telephone number where the customer can be reached should a BellSouth technician need to contact them about this trouble report. Why would BellSouth want to call the customer back? Several reasons:

1. To let him know when the problem is resolved (if you don't clear the trouble while the customer is on the initial call).

2. In case an MA (if the trouble was sent to the TECH group) or field Technician (if the trouble was dispatched) has some additional questions, or needs some clarification about the trouble condition, to resolve the trouble.

Ten digits are required in this field. If **no** Reach number is available (i.e., there is no way to contact the customer), you may enter a 0 zero (and TAFI will populate the LMOS record with ten 0's). This is a positive confirmation that you asked for a number and none was available.

> ⇒ **Note:** For CLEC trouble reports, **the CLEC's contact number is always entered in the REACH number field. This should be a toll free number (800/888/877) which will allow easy access for the BellSouth field technician to call.**

6.2.2 REMARKS

Information that is pertinent to the Reach number is placed in this field. This information helps the person calling the customer back to recognize any special condition. In our example, Mr. Duncan is a customer of SKIONE Communications and the BellSouth technician would immediately recognize that the Reach number is the CLEC's telephone number.

Since the CLECs will always enter their contact number in the REACH field, the REMARKS field is available for other data. Since the CLEC's company name goes in the NARRATIVE field (see Section 6.2.14), a number of CLECs who track troubles in their own system would like to cross reference their internal tracking number on the LMOS report. We have adopted the REMARKS field as the standard place for this information. The entry should begin with "CLEC#' followed by their systems reference number (i.e., CLEC# 12345). For CLECs who do not wish to cross-reference their internal system's number, this field should be left blank on CLEC reports.

6.2.3 ACCESS *(Telephone Number) (REQUIRED)*

In a number of situations, the technician would go to the customer's home to repair a trouble and could not get in (i.e., the customer wasn't home). This delayed the repair process ... and made for some very unhappy customers.

Since the LMOS trouble report does not have a field for Access number (a number the technician can call to arrange access to the property in the event the customer is not home) we require the TAFI user to enter the ten digit Access Number information as the first entry in the narrative field. If the Access Number is in the same area code as the number reported in trouble, you may enter just the seven digit Access Number to save narrative space. (We'll talk about the narrative field in just a little while). If you were processing trouble reports using LMOS, you would have to make the following entry in the LMOS narrative field:

ACN=5551212 or NOACN (if no access number is available)

Fortunately you are using TAFI and TAFI does this work for you. When you enter a value in the Access field, TAFI takes the appropriate steps to translate your input to the LMOS narrative line. The values you can enter are:

1. A 7 or 10 digit telephone number - TAFI enters "ACN=XXXXXXXxxx"
2. A single '0' meaning no access number available - TAFI enters "NOACN"
3. If the Access number is the same as the Reach number, enter an equal sign (=) TAFI enters "ACN=S" (meaning it's the Same as the Reach number)

All trouble reports not cleared by you on the initial contact must have an Access number. Since you will typically be at this Access and Commitment window prior to knowing if you can resolve the problem, it's a good idea to just get the Access number in all cases.

⇒ **Note: CLECs want BellSouth to contact them for all customer interactions and they in turn will arrange for access. Therefore, for CLEC trouble reports, the CLEC's contact number should be entered. Since the CLEC's contact number is already populated in the REACH field, the CLEC user only has to enter the equal sign (=) and TAFI will automatically populate the number in LMOS.** (Actually, TAFI will place "ACN=S" in the narrative telling the technician that the access number is the Same as the Reach telephone number.)

6.2.4 REP BY *(Reported By) (ALWAYS REQUIRED)*

For audit purposes, we must know the name of the person reporting the trouble. This name should be entered here. **The name must be specific!**

⇒ For CLEC generated trouble reports (and for reports taken by BST employees for a CLEC) ***the name of the CLEC employee entering or reporting his customer's trouble report must be entered in the REP BY field.*** This ensures that if the BellSouth technician needs additional information about the particular report, he/she will call the CLEC's REACH number and ask for the person listed in this field.

6.2.5 NEW COMM *(New Commitment)*

The "New Commitment" field is where you indicate what the commitment date and time is to repair this customer's trouble. TAFI will default the "established value" based on its internal rules for Out of Service (OS) or Affecting Service (AS) conditions (see OS, AS, BC below for established values).

"Commitment" (sometimes referred to as "Appointment") is the date and time that we expect to have the customer's trouble condition repaired. This commitment time is our best estimate of how long it will take to resolve a given type of problem in the customer's geography. For example, when we tell a customer that *"we will have your problem fixed by 5 PM tomorrow"*, we mean that we expect to have it fixed no later than 5 PM tomorrow.

⇒ **Note:** The key word in the commitment statement to the customer is "by". A commitment of 5 PM tomorrow doesn't mean that the trouble will not be fixed until 5 PM. To the contrary, we often repair troubles much sooner than the stated commitment time. Most people feel better with a specific repair time and our commitment time sets the outside edge of the repair window.

You should always "sell" your customer on the established commitment time. Should you negotiate a different value (more on negotiating commitments will come later), just over-type the "OS" or "AS" with the new values. Commitments MUST be stated in a specific format:

MM-DD-YY NNNNA (or **P**)

For example, if you establish a commitment time of July 30 at 4:00 PM, the entry on the New Commitment field would be "07-30-00 0400P".

How would you specify a "noon" commitment? _____ A midnight commitment? _____

Once you determine the appropriate commitment date and time you MUST ask the customer to agree to that time. This establishes the proper expectations in the customer's mind as to when their trouble will be resolved.

6.2.6 ACCESS ("A __" "B__")

Depending upon the type of trouble reported, our technicians may need access to the customer's home to repair a problem. To ensure that access to the property is available you will verify with your customer that someone will be available to let the technician in. This step ensures that we can repair the trouble on the first visit, and avoid a "No-Access" situation. (i.e., Either the customer will be home all day or they have made arrangements with a neighbor, etc. ... see why the Access number is so important?)

Sometimes the customer may limit the hours of the day that we can access their property. For example, the customer might say: *"I have to take my wife to the airport in the morning and I will not be home until 10 AM."* This information will cause you to populate the "A" field with 1000A (our standard format for 10 AM) which tells the technician that access to the property is available **A**fter 10 AM. Another example might be: *"I have to leave at 4 PM to get to work."* With this information, you would populate the "B" field with 0400P which tells the technician that access is available **B**efore 4 PM.

⇒ **Note:** When populated, the "B" field MUST match the commitment time. Either you negotiate with the customer to provide access up to the established commitment time (i.e., have a neighbor or relative at the property) or you change the commitment time to match the "B" field value. In other words, we can not tell the customer that we will have their trouble repaired by 6 PM when the customer tells us that access to the home stops at 4 PM.

TAFI now evaluates the information provided for a report and determines if there is a high probability for a premises visit (where access is required). For example, if we take a 'Physical" trouble report or the test results indicate a ROH, either of which is a candidates for a premises visit. **If any of these conditions exists, TAFI will require you to enter values in both the "A" and "B" fields.**

- If the customer indicates that they will be home all day, enter "A" = 0800A and "B" = established commitment time.

- If the customer limits our access to a smaller window, your first approach would be to negotiate for access all day (i.e., key with a neighbor, etc.). If that is not acceptable then populate both the "A" and "B" fields with the specified time.

So, for the examples stated earlier, the complete answer would be "A" = 1000A, "B" = 0600P (assuming a 6 PM established commitment) and "A" = 0800A, "B" = 0400P.

6.2.7 OS, AS, BC

Our repair response time is prioritized to address the needs of those customers who do not have service first (Out of Service - OS) and then to work on those troubles that only affect service

(Affecting Service - AS). A third classification used in the Eastern states is the Bulk Commitment (BC). We will address each of these type of commitments later in this lesson.

Commitments are established, for each unique geography, by the Work Management Center (WMC) and these are loaded into LMOS. Each geographic area is served by a team of technicians who are responsible for all of the installation and maintenance activities in their area. A "unit number" is assigned for each class of customer (i.e., residence, business, coin, complex, etc.) in each geography. This "unit number" is part of the customer's line record in LMOS and is the key for routing work to the correct location.

The commitment time is based upon a number of factors. Some of these factors include: type of trouble (i.e., translation problems may take less time than repairing an open cable pair), the available work force in the geography, the number of pending troubles for the geography, technician productivity (number of troubles handled per day), etc.

6.2.8 CUST DT

The "Customer Date & Time" field will be used to indicate the **commitment time desired by the customer**. This field is intended for use once we initiate the "Service When You Want It" program and you will be informed when that occurs. When this program is operational, TAFI will require an entry in this field for "PRIority Customers" located in the "Top 10" metropolitan areas.

6.2.9 NOTE

This "Note" field allows you to enter a 'reminder' which will be displayed on the Queued Reports display should you have to queue a report. The use of this field is optional, but recommended when you negotiate some arrangement with the customer to resolve the trouble. We will talk more about 'queuing' reports later in this lesson.

For example, if the customer tells you that they will not be home until 2 PM and you have to complete some tasks to resolve the problem, you would enter "CB > 2P" in this note field. Then when you see this report in your 'queue', you will be reminded to call back after 2 PM. This note field information is also presented to your Assistant Managers when they monitor the status of queued reports.

6.2.10 CAT

This "Category" field displays the category of report taken. The values include

- "CD" for Customer Direct,

- "CX" for Customer eXcluded and
- "EO" for Employee Originated.

We will discuss these categories in detail in the next section.

6.2.11 IRATE

The default value for this field is N (no). If the customer appeared angry or highly upset during your conversation, change the value of this field to "Y". This flag helps the technician take the appropriate steps while dealing with this customer.

6.2.12 CC

The "Customer Comments" flag (Y/N value) indicates if the customer had some specific comment about how we handled a given situation and you made a notation of this comment in the narrative line on the trouble report. For example, if the customer told you that technician Jones did a great job fixing the phone but he left his test set on the back porch, you would want to enter something like "Tech Jones did grt jb" in the narrative (along with "nds 2 get test set") and change the "CC" field to "Y."

6.2.13 TRBL DESC *(Display Only)*

As we mentioned earlier, LMOS has a family of trouble description codes (TDC) that define the type of problem reported. For basic line troubles, this set includes NDT, CCO, CBC, MEM, MCAL, TRAN, PHYS, MISC and DATA. The good news is that TAFI automatically selects these for you based upon the information you provide.

Notice that LMOS has provisions for up to four TDC's per trouble. In our environment, the first TDC is the trouble we are reporting and the additional codes act as "modifiers". The second TDC position is always the Out Of Service status code (OOSY / OOSN). (In the past we asked for the customer's perception of whether he is out of service or not. Today TAFI determines the OOS status based on the nature of the problem and test results.) Also, once TAFI determines the value for this field, you cannot change it so TAFI displays four asterisks (****).

Another TDC you may see displayed is "BKDT" which is the "Back Date" code. The Date and Time that the customer calls in a trouble report MUST be included as part of our official record. Since it typically takes only three minutes (+/-) to process a customer's trouble report, we have agreements with the regulators (PSC's) that the time we send the report to LMOS is the official Date and Time received. However, if we place a report in queue, there could be a considerable length of time delayed prior to sending it to LMOS (10 - 30 minutes, or more). Therefore, every time we place a trouble report in queue, TAFI will automatically generate the BKDT code and

place a backdate "reason" in the narrative. In the narrative (on the final or Trouble Report screen) you will see BK05 which means the reason for this backdated report was because it was placed in the TAFI queue.

Again, TAFI automatically places these LMOS TDC's on the screen for you. However, isn't it more comforting to know what they mean?

6.2.14 ADTNL NAR

The narrative line is part of the LMOS record and it gives you the opportunity to add descriptive information for the technician (or document what you did.). This narrative line is limited to 99 spaces

Good News / Bad News ...

Should you place a report in queue and then the results of the analysis indicate that the report should be dispatched (in or out), TAFI will automatically make that decision for you and send the report. So, the good news is that we do not delay dispatching troubles that TAFI cannot fix.

⇒ **Note:** You may have several reports in queue and suddenly the number you have is less than what you expected. There are a number of reasons why this happens and the "Automatic Queue Processing" option is just one.

The bad news with this arrangement is that the narrative line is only accessible on the Trouble Report screen and this screen is not presented to you until after TAFI has determined the course of action. Then, if you had narrative information to add to the report, it was lost. The solution to this situations was to add this "Additional Narrative" line on the Access and Commitment window. Any information you enter on this line will be added to the end of the narrative line.

⇒ **Note: For CLEC trouble reports, always enter the abbreviated name of the CLEC Company in the NARRATIVE field preceded by the percent (%) sign. This will alert the BellSouth technician that the REACH number will be the CLEC's location and not the end user. (See Section 14.7 for a current list of abbreviated CLEC names.)**

In our example we entered "%SKIONE" to indicate the CLEC company name. Additional information, up to 19 characters total, could be entered. For example, the customer was alerting the technician of a dog in the back yard so the Adtnl Nar entry was "%SKIONE /DOG IN YD".

6.2.15 DT RECVD

The Date / Time Received field is the last entry on the Access and Commitment window. Normally this field is blank because the official "time stamp" (for when we received a trouble report from the customer) is applied when TAFI sends the report to LMOS. Should we place a report in queue, then the time the report was initially taken in TAFI becomes the official DT Recvd time. TAFI automatically populates this field when a report is placed in queue.

6.2.16 MTR

This field is used when processing Multiple Trouble Reports (see Section 6.9). If this report is the "Parent", enter the letter "P" and/or if this report is a "Child" report, enter the letter "C".

6.2.17 EMAIL

This field is only used by BST employees.

6.3 CATEGORY OF REPORT

As mentioned earlier, every time a customer calls regarding their telephone service, a record of that call must be entered into LMOS (the 'official' trouble tracking system).

⇒ **Note:** Remember that TAFI is just an 'interface' between you and LMOS (and all the other downstream systems used to manage/facilitate the repair of trouble conditions). TAFI does maintain some statistics on all of your activities but LMOS is the official record used by PSC's, the FCC and others to measure our quality of service.

Periodically, BellSouth must provide the regulating bodies with detailed reports describing how well we provide service. Since these regulators are representing the customers' interest, we provide reports specifically detailing work we do when responding to the customers' call for assistance.

And, since ALL trouble reports are entered into LMOS, we must have a way to distinguish between them. Hence we have developed the "Category" of report ... and each trouble report entered into LMOS must have a category assigned to it.

There are three categories of trouble reports that you will use. They are:

- "CD" (Customer Direct)
- "CX" (Customer Excluded)
- "EO" (Employee Originated)

6.3.1 CUSTOMER DIRECT (CD) REPORTS

A CD report is any trouble report received directly from a customer, the customer's representative, or a member of the general public. This includes any trouble reports from a Service Center, Marketing, Special Service Center, BellSouth Communications Service or any other employee **who has received a trouble report directly from a customer or the customer's representative.**

Most of the initial trouble reports you will receive will be CD. TAFI will automatically populate the correct category field for you.

6.3.2 CUSTOMER EXCLUDED (CX) REPORTS

Customer excluded reports ... excluded from what?

Consider that every time a customer calls regarding trouble with his service, there is a record of that call in LMOS. The first time a customer calls to report a trouble, that ***initial*** report is categorized CD. Should that customer call again about the same trouble condition, we take a "subsequent" report and "attach" it to the initial (or pending report). (Remember that LMOS will only allow one active trouble report on a telephone number at a time.)

Well, when we received the second (or third ...) report, is the phone broke twice? NO! The customer is calling about a previously reported problem and it's the *number of problems (not the number of calls)* that we report to the regulators.

⇒ **Note:** Actually the number of trouble reports is just one element of the reports used to measure our quality of service. Other factors include things like Receipt to Clear Times (for each kind of trouble description), overall duration, percentage of Repeat Reports, and others are included.

Therefore, subsequent reports are excluded, for analysis and measurement purposes, from the count of customer reports. The only CX category that you will enter is a subsequent report on an

existing trouble report. (There may be other CX category reports but they do not apply to the work you do.)

6.3.3 EMPLOYEE ORIGINATED (EO) REPORTS

An Employee Originated (EO) report is any trouble report received from a BellSouth employee who detected a trouble-causing condition ***while performing his/her regular duties, independent of any conversation with the customer regarding the trouble.***

> ⇒ **Note: CLEC users will never process EO reports and this information is provided only for completeness.**

6.4 THE TROUBLE REPORT SCREEN

```
INITIAL TROUBLE REPORT - ROUTE FOR HANDLING

      TN 999 555 1049                    REPEAT N   EC 999  UNIT 62700000
                                                    LOC
    NAME CONN, DONALD & M        SUB N      SO N
 ADDRESS 115 PAWNEE TR

  REACH# 8005551234      ACCESS# 8005551234      CALLED#
 REMARKS CLEC#1234567890      OK/                  REP BY Gene
TRBL DESC NDT  ××××                               NOTE
NARRATIVE -ndt-a/p-%SKIONE

    MTR:  LINK:
 NEW COMM AS          ACCESS:  A      B                OS 05-10-94 0500P
   CUS DT             CAT CD  IRATE N  CC N            AS 05-10-94 0500P
  DT RECVD            SUB: CLSALT   NI N               BC 05-11-94 0700P

 TEST RES TOK                          HANDLE BLKN    MISC H98
RECOMMEND BLKN-TOK-No Blockage Found
                                                              BRTAFIYM
Information Available for 9995551049                          03:42 08:58:11
```

Figure 34 – Initial Trouble Report Screen

This is the screen you will use to complete your customers' trouble reports. It summarizes all of the entries made, displays any test results, recaps TAFI's recommendation and provides the opportunity for the user to add additional "narrative" information. This screen is your last chance to make any changes prior to sending the report to LMOS.

When you depress the ↵ **Enter** key at this screen, you will send the report to LMOS and TAFI will return the Initial Trouble Entry window. Depending upon TAFI's "recommendation", the report will be routed to the appropriate location for downstream resolution or TAFI will re-enter LMOS and close the report.

The TAFI Trouble Report screen will assist you in completing the gathering customer information required to resolve a trouble. In some cases, TAFI will 'skip over' the Access and Commitment window during the flow of a trouble and you will enter the required fields directly on this screen. You can also update values previously entered.

At the Trouble Report Screen, TAFI provides:

- Formatted screen for completing / reviewing trouble information
- System prompts (to ensure proper entries are made)
- Messages to facilitate trouble reporting
- Job Aids for available services (via F1 - Help)
- Last chance to make any changes (i.e., add narrative, etc.) prior to sending report

6.4.1 SCREEN NAME

The name of the screen appears in the top left hand corner of the screen, i.e., Initial Trouble Report - Route for Handling, etc. This screen name summarizes the action TAFI recommends.

6.4.2 CUSTOMER INFORMATION SECTION

The Customer Information section is found in the top four lines of the Trouble Report screen. These fields are populated with information from LMOS about the customer's account.

6.4.2.1 TN (NPA-NXX-XXXXXXXXXXXXXXXXXXXXXXXX)

The area code and telephone number of the line in trouble is displayed here (along with any Terminal or Hunting attributes)

6.4.2.2 REPEAT

The Repeat report flag (value = Y/N) indicates that this customer has reported a trouble within the past 30 days. The repeat indicator is intended to measure of customer satisfaction. If a trouble condition was not corrected properly on the original report, and the customer calls to report it again, we consider it to be a repeat report. To simplify capturing data, a repeat report is defined as any initial report generated within 30 days of a previous report. TAFI automatically detects repeat reports and sets this flag to a Y (yes).

6.4.2.3 EC

Your three digit employee code will be displayed here. TAFI reads your 'EC' from your profile.

⇒ **Note:** The EC value for all CLEC TAFI accounts are managed and maintained by the BellSouth Systems manager.

6.4.2.4 UNIT

Remember that the unit number defines the geographic location, and the type of technician (i.e., Residence, Business, etc.), that maintains this customer's telephone service. Each telephone number in the LMOS database has a Unit Number assigned to it.

6.4.2.5 LOC

The LOCation field further defines geographical information by identifying the central office (by name) providing dial tone to this customer (e.g., SHPT-MAIN).

6.4.2.6 NAME (Listed Name)

The customer's name, as listed in the telephone directory, appears in this field. If the customer has a non-published number, LMOS displays "NON-PUB" before the customer's name. Other 'flags' will also appear in the Name field (e.g., *R * indicates that the customer is a retired Residential customer).

6.4.2.7 ADDRESS (Service Address)

The street address for where the service is located is presented in this field. In a number of situations, the "bill to" address may be different from the 'service' address. (e.g., You may be paying for your daughter's apartment telephone - the "bill to" address would be your home address while the "service" address would be your daughter's apartment

address.) We must be able to direct our technicians to 'where' the service is located in order to repair it.

⇒ **Note:** The first step in your customer contact after obtaining the telephone number of the line in trouble is to **verify the name and address on the account**. If the customer tells you information that doesn't match the LMOS record data, you confirm that you entered the correct telephone number.

Given the telephone number is correct, then the data in LMOS is not correct and you MUST enter the correct information in the Narrative line. You would enter for example: LN - Mr. Jones, SA - 123 Main St., where **LN** indicates Listed Name and **SA** indicates Service Address. This ensures that our technician goes to the correct location (and uses the correct name when addressing the customer) to repair the problem.

In addition, you will take steps to correct the LMOS database by noting the discrepancy and providing the information to the Service Quality Desk (SQD).

6.4.2.8 SUB

This 'flag' (Y / N value) indicates if this report is a Subsequent report (Y value) or an initial report (N value).

6.4.2.9 SO

The SO flag indicates if there is Service Order activity pending for this account (telephone number).

⇒ **Note:** This indicator just means that Service Order activity is present. It DOES NOT mean that the trouble reported is related to the Service Order.

6.4.3 TROUBLE SUMMARY SECTION

The next five lines of data on the Trouble Report screen summarize information about the trouble being reported:

6.4.3.1 REACH

As discussed earlier, this is the telephone number where the customer can be 'reached' should BellSouth need to discuss this trouble after the initial contact. This reach number must be populated on all reports sent to 'route for handling'. The Reach number may be the same as the reported number (and you enter '='), a 10 digit telephone number or a '0' indicating that no Reach number is available.

⇒ **Note:** For all CLEC reports, enter the CLEC's contact number in this field

6.4.3.2 ACCESS

The access number is the telephone number the technician can call to obtain access to the property if the customer is not home. **For CLEC reports the user entered = on the Access and Commitment window and TAFI automatically populates the CLEC's reach number in this field.**

6.4.3.3 CALLED

The called number field is used to record either the telephone number of the party reporting a problem in a Calling-Called situation (sometimes referred to as a 'Third Party' report) or the specific telephone number that the caller is having trouble reaching.

For example: Mr. Jones called indicating that he has been trying to reach his mother for the past two hours and keeps getting a busy signal. We learned that we take the report on Mr. Jones' mother's telephone (Incoming - Busy when dialed). On that report, you enter Mr. Jones' telephone in the "Called #' field.

6.4.3.4 REMARKS

As indicated earlier, the Remarks field is reserved for providing additional information pertaining to the Reach number (e.g., ofc, cel phn, nbr, etc.)

⇒ **Note:** Additional information about the Access number is entered in the Narrative field.

⇒ **Note:** For all CLEC trouble reports, the CLEC user may enter their internal trouble ticket number for cross-reference or leave this field blank.

6.4.3.5 OK /